

Your recent chat with WordPress.com

3 messages

WordPress.com <donotreply@wordpress.com>
To: [REDACTED]

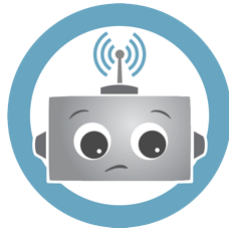
Fri, Dec 6, 2019 at 11:59 AM

Thanks for chatting with us!

How would you rate this chat experience? Your feedback helps us improve our support.



It was great!



Just OK



Not good

Just for the record, our chat transcript is included below. Hope we were able to help, and let us know if you need anything else!

amjolak Fri, Dec 6, 4:04 PM

I need my domain back. I was never provided notification of renewal.

WP.com Fri, Dec 6, 4:04 PM

Hi there :)

WP.com Fri, Dec 6, 4:05 PM

Which domain are you referring to?

amjolak Fri, Dec 6, 4:07 PM

amjolak.com

WP.com Fri, Dec 6, 4:07 PM

Taking a look, one moment

amjolak Fri, Dec 6, 4:09 PM

it is very urgent. we have our email system, through gmail, with amjolak.com.

amjolak Fri, Dec 6, 4:11 PM

hello?

amjolak Fri, Dec 6, 4:12 PM

is there a phone number i can call for customer support?

WP.com Fri, Dec 6, 4:12 PM

I'm here, checking the status of this domain now. A few more moments

amjolak Fri, Dec 6, 4:16 PM

do you have an estimated time to provide a response?

amjolak Fri, Dec 6, 4:16 PM

concretely, in minutes, not moments.

amjolak Fri, Dec 6, 4:17 PM

I paid \$300.00 for domain and business package in july of this year.

WP.com Fri, Dec 6, 4:17 PM

Thanks for holding as I checked with my team on the status of your domain "amjolak.com".

WP.com Fri, Dec 6, 4:17 PM

We should be able to restore this domain to your account.

amjolak Fri, Dec 6, 4:17 PM

ok. thank you. when will you restore the domain?

WP.com Fri, Dec 6, 4:18 PM

First I will send a payment request for \$18 which is the cost of the domain registration, there is also a chance that there will be a charge of \$80 which is a redemption fee.

amjolak Fri, Dec 6, 4:18 PM

and please provide a detailed explanation as to how this domain lapsed despite timely payment for re-registration.

amjolak Fri, Dec 6, 4:18 PM

i thought that the \$300.00 i pay annually includes domain registration.

WP.com Fri, Dec 6, 4:18 PM

One moment as I create this payment request for \$18, then we can request the domain to be restored

amjolak Fri, Dec 6, 4:18 PM

ok.

WP.com Fri, Dec 6, 4:18 PM

Domains are included in the first year of the plan and billed separately after that year.

WP.com Fri, Dec 6, 4:19 PM

One moment..

amjolak Fri, Dec 6, 4:19 PM

ok.

amjolak Fri, Dec 6, 4:20 PM

please waive the redemption fee since we never received the \$18.00 bill for latest domain registration fee.

WP.com Fri, Dec 6, 4:21 PM

Did you just change your WordPress.com user name?

amjolak Fri, Dec 6, 4:22 PM

yes to amjolak

WP.com Fri, Dec 6, 4:23 PM

Ok thanks, one moment

WP.com Fri, Dec 6, 4:25 PM

Here is the payment request, after you complete this we can start the process to restore the domain to your account:

WP.com Fri, Dec 6, 4:25 PM



amjolak Fri, Dec 6, 4:27 PM

oid\

amjolak Fri, Dec 6, 4:27 PM

paid.

amjolak Fri, Dec 6, 4:28 PM

however, domain is still not restored.

WP.com Fri, Dec 6, 4:28 PM

Thanks, we'll can now start the process to restore the domain (it's not instant). I will be in touch via "messages@amjolak.com"

amjolak Fri, Dec 6, 4:28 PM

that's bneen eliminate.d

amjolak Fri, Dec 6, 4:28 PM

can you please email ████████@amjolak.com

WP.com Fri, Dec 6, 4:29 PM

The email on your WordPress.com account is "messages@amjolak.com", you can change that here:

WP.com Fri, Dec 6, 4:29 PM

<https://wordpress.com/me/account>

WP.com Fri, Dec 6, 4:30 PM

I will copy this email on the email I am going to send: ████████@amjolak.com

WP.com Fri, Dec 6, 4:30 PM

Was there anything else I could help with for now?

amjolak Fri, Dec 6, 4:34 PM

i didn't receive email yet.

amjolak Fri, Dec 6, 4:34 PM

to ████████@amjolak.com

WP.com Fri, Dec 6, 4:36 PM

Thanks, I will be sending the email in a few minutes.

WP.com Fri, Dec 6, 4:36 PM

I'll go ahead and jump off for now, but feel free to pop back in if I can help further!

amjolak Fri, Dec 6, 4:36 PM

i must have used [REDACTED]@amjolak.com for some other wordpress account. it will not allow me to change.

WP.com Fri, Dec 6, 4:37 PM

It may have been on a closed account. I'll copy [REDACTED]@amjolak.com' on the email.

amjolak Fri, Dec 6, 4:38 PM

thank you.

WP.com Fri, Dec 6, 4:39 PM

You're welcome! Have a great day! :)

amjolak Fri, Dec 6, 4:46 PM

i have not received the email yet.

WP.com Fri, Dec 6, 4:48 PM

The email will be sent in a few minutes, we are first working on the next steps required to restore the domain.

amjolak Fri, Dec 6, 4:48 PM

I am not receiving emails at any accounts associated with amjolak.com because the domain was suspended.

WP.com Fri, Dec 6, 4:48 PM

Then we will send an email to you. :)

amjolak Fri, Dec 6, 4:49 PM

so the email needs to be sent to a non amjolak.com account.

amjolak Fri, Dec 6, 4:49 PM

can you please send to alternative account of a [REDACTED]?

WP.com Fri, Dec 6, 4:49 PM

That's a great point, I would recommend changing the email on your WordPress.com account to an email such as a Gmail address.

WP.com Fri, Dec 6, 4:50 PM

Sure, I will email that address "abogadobryan@gmail.com"

WP.com Fri, Dec 6, 4:51 PM

I'll go ahead and jump off for now, but we'll be in touch soon to

[REDACTED]

amjlaw Fri, Dec 6, 4:55 PM

ok. also i changed the account email to [REDACTED]

WP.com Fri, Dec 6, 4:57 PM

Ok thank you.

WP.com Fri, Dec 6, 4:57 PM

Be on the lookout for the email in a few minutes :)

Thanks for flying with  WordPress.com

WordPress.com <donotreply@wordpress.com>

Fri, Dec 6, 2019 at 12:15 PM

To: [REDACTED]

[Quoted text hidden]

[Quoted text hidden]

waiting patiently. can you please estimate how much longer?

amjlaw Fri, Dec 6, 5:08 PM

our entire office's email system is unable to receive or send messages.

WP.com Fri, Dec 6, 5:09 PM

Hi there. It looks like you were chatting with one of our other staff earlier. Let me see if I can find out a timeline on that for you

Thanks for flying with  WordPress.com

WordPress.com <donotreply@wordpress.com>

Fri, Dec 6, 2019 at 2:09 PM

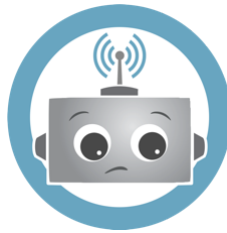
To: [REDACTED]

Thanks for chatting with us!

How would you rate this chat experience? Your feedback helps us improve our support.



It was great!



Just OK



Not good

Just for the record, our chat transcript is included below. Hope we were able to help, and let us know if you need anything else!

amjlaw Fri, Dec 6, 5:52 PM

I am very concerned that the domain is still not restored. please provide an update immediately.

WP.com Fri, Dec 6, 5:53 PM

Hi there!

WP.com Fri, Dec 6, 5:53 PM

Let me take a quick look at your account.

amjlaw Fri, Dec 6, 5:53 PM

can i speak to a happiness engineer on the phone? This delay in restoration of domain is very problematic.

amjlaw Fri, Dec 6, 5:55 PM

or though video chat? I feel like you are ignoring this urgent matter.

WP.com Fri, Dec 6, 5:57 PM

I assure you we're not ignoring it. I'm checking your support history to get the current status.

WP.com Fri, Dec 6, 5:57 PM

You do have two free 30-minute video chat sessions with your Business plan. If you'd prefer to handle it there, I can share the details.

WP.com Fri, Dec 6, 5:57 PM

Or I'm happy to continue researching it here.

amjolak Fri, Dec 6, 5:58 PM

can you please just restore the domain? it's been 2 hours since i reached out to wordpress. still not restored.

amjolak Fri, Dec 6, 5:59 PM

can i send you the chat transcripts here?

WP.com Fri, Dec 6, 6:00 PM

I already have access to them. If you can stay with me for a few minutes, I can share more information.

WP.com Fri, Dec 6, 6:00 PM

I understand the urgency here, and I'm working as quickly as possible to get information to you.

amjolak Fri, Dec 6, 6:02 PM

Ok. I will reach out to mullenweg to convey my dissatisfaction with delay. Not directed at you, but to general process.

WP.com Fri, Dec 6, 6:03 PM

I understand. It looks like we've already contacted the registry and asked them to expedite restoring the domain.

WP.com Fri, Dec 6, 6:03 PM

I would send another message, but that will push it further down in their queue.

WP.com Fri, Dec 6, 6:03 PM

So at this point, we need to wait to hear back from them before we'll have any additional information.

amjolak Fri, Dec 6, 6:06 PM

who is the registrar ?

WP.com Fri, Dec 6, 6:06 PM

WWD is the registrar. It's a division of GoDaddy.

amjolak Fri, Dec 6, 6:07 PM

do you have a contact there?

WP.com Fri, Dec 6, 6:07 PM

We only have email contact. I can check with our Domains Team to see if they have any other channels.

amjolak Fri, Dec 6, 6:09 PM

can you please send me their website?

amjolak Fri, Dec 6, 6:09 PM

wwd

amjolak Fri, Dec 6, 6:11 PM

it does not appear that our domain lapsed with wwd.

amjolak Fri, Dec 6, 6:11 PM

https://www.secureserver.net/whois?pl_id=1387&checkAvail=1&tmskey=&domain=amjolak.com

WP.com Fri, Dec 6, 6:12 PM

Their website is here: <https://www.wildwestdomains.com/>

amjolak Fri, Dec 6, 6:13 PM

yes, thank you, and am on hold with their customer support service.

WP.com Fri, Dec 6, 6:13 PM

OK, great. I'm checking with our Domains Team, as well.

amjolak Fri, Dec 6, 6:13 PM

I do not know why wordpress could not have reached out to wwd given that I repeatedly emphasized urgency of the problem.

amjolak Fri, Dec 6, 6:13 PM

reached out by phone, that is.

amjolak Fri, Dec 6, 6:15 PM

email is not the best method of communication to resolve urgent matters.

WP.com Fri, Dec 6, 6:15 PM

Yep, I understand. The challenge is that we have a lot of urgent matters, especially when it comes to expired domains.

WP.com Fri, Dec 6, 6:16 PM

We do make every effort on our end to make sure your domain doesn't expire, including setting it up for auto-renew by default.

WP.com Fri, Dec 6, 6:16 PM

Our Domains Team has advised that they don't have any other recourse on this. So I think your best bet is to work directly with WWD if you'd like it expedited.

amjolak Fri, Dec 6, 6:17 PM

i understand. I did not receive notice that it was going to expire. Ironically, this would not have happened if I did not sign up for premium business service.

amjolak Fri, Dec 6, 6:17 PM

prior to business service, i had on autorenew. business service says first year free, so it cancelled the autorenew, and here we are.

amjolak Fri, Dec 6, 6:17 PM

I am trying to, but i would appreciate it if wordpress continued to try to reach a live person at wwd.

WP.com Fri, Dec 6, 6:18 PM

Yep, I totally get it. I'll be happy to poke around to see if there's anything else I can do to help expedite this.

amjolak Fri, Dec 6, 6:18 PM

the biggest issue right now is that our email system, through gmail, used amjolak.com domain, and no emails can be received or sent.

WP.com Fri, Dec 6, 6:19 PM

Yep, I understand.

WP.com Fri, Dec 6, 6:25 PM

I'm not sure if there's anything else we can do on this right now, but you're welcome to wait here if you'd like.

WP.com Fri, Dec 6, 6:25 PM

Or we can send an email when we have more information.

amjolak Fri, Dec 6, 6:25 PM

can you explain why the who is account data shows that the domain is registreted through 2020?

amjolak Fri, Dec 6, 6:25 PM

and was renewed in october of 2019?

WP.com Fri, Dec 6, 6:26 PM

There's typically a grace period when a domain expires. This delays it from going into redemption, which is more expensive to restore and can lead to loss of ownership.

amjolak Fri, Dec 6, 6:27 PM

ok.

amjolak Fri, Dec 6, 6:27 PM

thank you for explanation.

WP.com Fri, Dec 6, 6:28 PM

Sure thing. Would you like to continue waiting here, or would you like us to send an email once we have more information?

amjolak Fri, Dec 6, 6:31 PM

382065

amjolak Fri, Dec 6, 6:31 PM

pin

amjolak Fri, Dec 6, 6:33 PM

can you do video chat?

WP.com Fri, Dec 6, 6:35 PM

I cannot do video chat at this time, however, it looks like you have some Quick Start sessions you haven't used yet.

WP.com Fri, Dec 6, 6:36 PM

Quick Start sessions are a kind of one on one screenshare session you can schedule with a representative. You have two per Business Plan. More on how to schedule those here: <https://en.support.wordpress.com/concierge-support/>

amjolak Fri, Dec 6, 6:37 PM

i got on the phone with someone at wwd.

amjolak Fri, Dec 6, 6:37 PM

they can't access account because wordpress is the manager of the dns.

amjolak Fri, Dec 6, 6:38 PM

wwd representative stated that wordpress has the power to restore domain immediately.

amjolak Fri, Dec 6, 6:38 PM

can i please speak to a supervisor.

WP.com Fri, Dec 6, 6:38 PM

Ah okay. I can assure you the process is moving as quickly as it can already.

amjolak Fri, Dec 6, 6:38 PM

please ask your supervisor to use a phone to call my cell at [REDACTED]

WP.com Fri, Dec 6, 6:38 PM

We cannot make it move any faster but you should have an answer soon.

amjolak Fri, Dec 6, 6:39 PM

no, it is not moving as quickly as possible. the fact that i was able to contact wwd directly before wordpress is astonishing.

amjolak Fri, Dec 6, 6:39 PM

please have a supervisor call me at my cell phone [REDACTED]

amjolak Fri, Dec 6, 6:39 PM

thank you.

WP.com Fri, Dec 6, 6:39 PM

In fact, we have already contacted WWD and are waiting for a reply. We'll let you know when we hear back.

amjolak Fri, Dec 6, 6:39 PM

you emailed them.

amjolak Fri, Dec 6, 6:39 PM

they have a customer support phone line, with live speaking people.

amjolak Fri, Dec 6, 6:40 PM

you have me in the complete dark.

amjolak Fri, Dec 6, 6:40 PM

again, please have supervisor call my cell at [REDACTED]

WP.com Fri, Dec 6, 6:40 PM

Yes, that is correct. We do not provide support in the way you're requesting, unfortunately. But I can assure you the way we do things is performed every day with few to no hiccups. We'll have a reply soon.

amjolak Fri, Dec 6, 6:42 PM

you can provide that support. there is no law or physical force prohibiting your supervisor from calling my telephone.

WP.com Fri, Dec 6, 6:43 PM

We're not going to do this because it isn't how we provide support. Is there any other way I can assist you?

amjolak Fri, Dec 6, 6:46 PM

yes, you can provide me with your names of reps who assisted here and that of your supervisor.

amjolak Fri, Dec 6, 6:47 PM

i want to understand precisely why this has taken more than two hours.

WP.com Fri, Dec 6, 6:47 PM

I can explain this: Domain retrievals generally take about a day. So a two hour wait is very common.

WP.com Fri, Dec 6, 6:47 PM

I'm happy to send this to a manager, though I can assure you you'll receive the same answer there.

amjolak Fri, Dec 6, 6:48 PM

this is directly contradicted by your first engineer, who stated i should receive email for full restoration in "moments."

amjolak Fri, Dec 6, 6:48 PM

and that may be the case if it was in redemption period.

amjolak Fri, Dec 6, 6:48 PM

but as the wwd representative explained, and as the whois information reveals, the domain is within grace period, not needing of redemption.

amjolak Fri, Dec 6, 6:48 PM

in grace period until october of 2020.

WP.com Fri, Dec 6, 6:49 PM

This is what we're hoping, but it may still take up to a day.

amjolak Fri, Dec 6, 6:49 PM

wwd stated you have power to restore immediately.

amjolak Fri, Dec 6, 6:50 PM

you are the manager of the dns. i paid the \$18.00. you told me to wait for something, then someone explained that they were waiting to hear back from wwd.

WP.com Fri, Dec 6, 6:53 PM

As mentioned before, we'll just need a bit more time.

WP.com Fri, Dec 6, 6:53 PM

We will send you an email when there is an update, though you're welcome to stay in chat if you choose.

amjolak Fri, Dec 6, 6:58 PM

what was your name please?

WP.com Fri, Dec 6, 6:58 PM

My name is Travis.

amjolak Fri, Dec 6, 7:00 PM

last name please?

WP.com Fri, Dec 6, 7:01 PM

Austin.

WP.com Fri, Dec 6, 7:01 PM

Any other way I can help?

amjolak Fri, Dec 6, 7:03 PM

thank you. i left a VM w/ Sadie Ferguson. the lack of phone support is unconscionable and leads to poor communication of the initial problem and the steps being taken to resolve the problem.

WP.com Fri, Dec 6, 7:07 PM

Okay, I understand your frustration. If you need further assistance, let us know here or via email. Otherwise, we'll be in touch soon!

Thanks for flying with  WordPress.com